

BENEFITS CLERK

DEFINITION: Under general supervision, performs work of routine difficulty by providing clerical support and benefits information; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list of duties and responsibilities is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.

TASKS:

Provides explanation to insured about the various benefit programs available and technical information regarding claims in process; provides new employee benefit orientations; receives and reviews documents/information provided for completeness and accuracy; performs a variety of clerical and secretarial functions in support of the benefits office.

Receives incoming mail, records, sorts and distributes; documents incoming mail as necessary; types and files correspondence; establishes and maintains appropriate filing systems for correspondence and benefit information; makes travel arrangements; may process claims for payment; schedules meetings and prepares appropriate information including agendas, handouts, and other documents required.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of modern office practices and principles.
Knowledge of the Navajo Nation Personnel policies and procedures
Knowledge of benefits options available to employees.
Skill in the operation of a variety of office equipment.
Skill in verbal and written communication.
Skill in establishing and maintaining effective working relationships with other employees and the public.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical effort in an office setting.

MINIMUM QUALIFICATIONS:

- A high school diploma or GED; and two (2) years responsible office support experience in a benefits, insurance, personnel office or related field.

PREFERRED QUALIFICATIONS:

- One (1) year employee benefits experience.
- Proficient in Microsoft Office software or other computer applications.

Supplemental Requirements:

Incumbent must obtain a Navajo Nation Vehicle Operator's Permit within 90 days of date of hire.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.